

<Member's Name>  
<Address>  
<City State Zip>  
<City>, <State> <ZIP>

<Medicaid ID Number>  
<Date>

Dear <Name>:

**IMPORTANT: YOU ARE BEING ENROLLED INTO A NEW HEALTH AND PRESCRIPTION DRUG PLAN FOR YOUR MEDICARE AND MEDICAID SERVICES**

You are getting this letter because you have both Medicare and Medicaid and the way you get your health care is changing. You will soon be enrolled in a new program called Healthy Connections Prime that covers your Medicare, South Carolina Healthy Connections Medicaid and prescription drug benefits. This Healthy Connections Prime Medicare-Medicaid plan is designed to help your Medicare and Medicaid work better together, and includes new benefits and services that are not available to you now, such as no insurance premiums, no costs for doctor visits and hospital stays, a care team and a personalized care plan that fits your needs. We chose <Plan Name> for you because other members in your household are enrolled in this plan, your doctors work with this plan or this plan operates in your county.

**Your new coverage starts <START DATE>**

If you do nothing, you will be automatically enrolled in <Plan Name>. If you do not make another choice by <date = last calendar day of the month prior to Start Date>, your new coverage will start on <start date>. <Plan Name> will send you a new health and drug member ID card to use. This new card will replace the Medicare and Medicaid cards you use now.

For more information about <Plan Name> or to find out what benefits <Plan Name> covers, call South Carolina Healthy Connections Choices at (877) 552-4642 Monday-Friday from 8 a.m.–6 p.m. TTY users should call (877) 552-4670. This call is free.

**You have other options**

If you **do not** want to be enrolled in <Plan Name>, you have other options, including:

- **Keep your current Medicare and Healthy Connections Medicaid coverage.** Call South Carolina Healthy Connections Choices at (877) 552-4642 before <start date> and tell



them that you do not want to be in <Plan Name> (you want to “opt out”). They can help you find out how to keep your current coverage or talk to you about similar options available to you.

- **Join a different Healthy Connections Medicare-Medicaid plan that will include your Medicare, Healthy Connections Medicaid and prescription drug benefits.** Call South Carolina Healthy Connections Choices at (877) 552-4642 before <start date> and tell them you do not want to be in <Plan Name> and you want to join a different plan.

**Note:** Remember, you have the right to join Original Medicare and a Medicare drug plan at any time.

### What you should do now

**Step 1: Review all of your options carefully before making any decisions about your health care coverage.** To talk about your options, call South Carolina Healthy Connections Choices at (877) 552-4642.

### Step 2: Decide which option is best for you:

- **To enroll in <Plan Name>**, you do not have to do anything.
- **To choose another option** (listed under “You have other options” on page 1), call South Carolina Healthy Connections Choices at (877) 552-4642 by <date>. If you do not call and choose another health care option before <start date>, you will be automatically enrolled in <Plan Name>.

### <Plan Name> and Medicare Part D

You may have received a letter from your current Medicare Part D prescription drug plan telling you that beginning <start date>, your prescription drug plan won’t cover your prescription drugs. That is because you are being enrolled in a new health care and drug plan. <Plan Name> will become your new Medicare Part D plan, which means your last day of coverage in your current prescription drug plan will be <1 day prior to start date>. You cannot keep your current Part D plan and be in <Plan Name> at the same time. You will continue to receive your prescription drug benefits from your current plan through <1 day prior to start date>. Your new prescription coverage from <Plan Name> will start on <start date>. There will be no gap in your prescription drug coverage.

### Get more information

- If you need help comparing your health care options or understanding information you get from plans, call an enrollment counselor with South Carolina Healthy Connections Choices. The phone number is (877) 552-4642. TTY users should call (877) 552-4670.
- If you have questions about Medicare or need help with your Medicare options, call (800) MEDICARE (1-800-633-4227). TTY users should call (877) 486-2048.

With Healthy Connections Prime, you have **one card, one plan** and **one phone number** for all your health care needs.

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This information is available for free in other languages and formats, like Braille or large print.